

**CITY OF ST MARYS WATER DEPARTMENT**  
418 OSBORNE STREET, ST MARYS, GA 31558  
912-510-4000 (1) phone 912-882-5506 fax  
AFTER-HOURS EMERGENCY NUMBER 912-729-1442

**ADJUSTMENT REQUEST FORM**

**Customer Name:**

*Last*

*First*

*M.I.*

**Service Address:**

**Leak and/or Repair Date:**

**E-mail address:**

**Phone #:**

**EXPLANATION OF LEAK AND/OR REPAIRS**

Request turned in prior to the 10<sup>th</sup> of the month, will be adjusted by the 15<sup>th</sup> of the same month. All request turned in after the 10<sup>th</sup> of the month will be reflected on the following month's bill. All outstanding balances must be paid in full by the due date to avoid late fees and/or service fees.

**FOR OFFICE USE ONLY**

**DATE RECEIVED:**

**Date:**

**PLEASE READ THE REVERSE SIDE OF THIS FORM PRIOR TO COMPLETION AND SUBMISSION OF THIS FORM.**

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**If you had a water leak or others repairs done at your service location, you may submit documentation of such to the Water Department Supervisor for a possible sewer credit. Please allow 10 (TEN) business days for your request to be processed. No credit will be given for toilet leak (s) or for filling a swimming pool. Should you have any questions or concerns regarding this matter, please call 510-4000 (1).**

Sec. 98-10. Complaints, **adjustments**.

If the consumer believes his/her bill to be in error, he/she shall present his/her claim, in person, at the city hall water department, before the bill becomes delinquent. Such claim, if made after the bill becomes delinquent, shall not be effective in preventing discontinuance of service as provided in this ordinance. The consumer must pay such bill under protest although said payment shall not prejudice his claim.

(1) The city will make a special water meter reading at the request of the consumer for a fee of \$25.00 provided, however, that if such a special reading discloses that the meter was over-read, no charge will be made.

(2) Water meters will be tested at the request of the consumer upon payment to the city of the actual costs of making the test, provided, however, that if the meter is found to over-register beyond three percent of the correct volume, no charge will be made.

(3) The city is not responsible for personal injuries or property damage resulting from or relating water and sewer service. **Adjustments** to service bills due to broken water lines and similar problems may be made by the city manager in his discretion upon written request by the customer and after appropriate investigation. All such requests must be received by the city no later than 15 days from the date of the bill.

(4) If the seal of a meter is broken by someone other than the city's representatives or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from proper data. Such data shall consist of a calculated average of the last six months bills paid.

(5) The city will not give sewer **adjustments** for filling any type of pool, nor will they allow fire hydrants to be used for filling any type of pool--this is the sole responsibility of the consumer.

(Ord. of 2-12-90(1); Ord. of 11-13-95(2), § V; Ord. of 6-24-96, § V; Ord. of 7-13-98, § V; Ord. of 6-12-00, § V; Ord. of 8-13-01, § V; Ord. of 4-25-05, § 2)